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(54) **AUTOMATED ASSISTANCE FOR CUSTOMER CARE CHATS**

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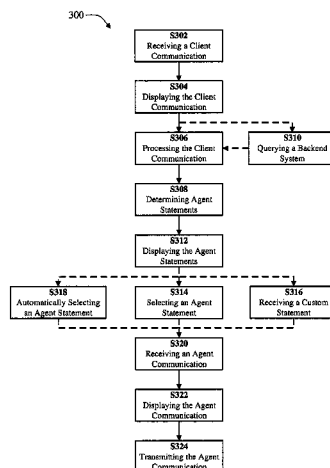
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(57) **ABSTRACT**

An apparatus provides automated assistance to an agent. The apparatus includes a receiver that receives a client communication from a client terminal via a network. A processor processes the client communication and determines a plurality of agent statements based on the client communication. The plurality of agent statements is displayed on a display. An input receives an agent communication from the agent. The agent communication is selected from a custom statement input by the agent and one of the plurality of agent statements selected by the agent. A transmitter transmits the agent communication to the client terminal via the network.

18 Claims, 5 Drawing Sheets



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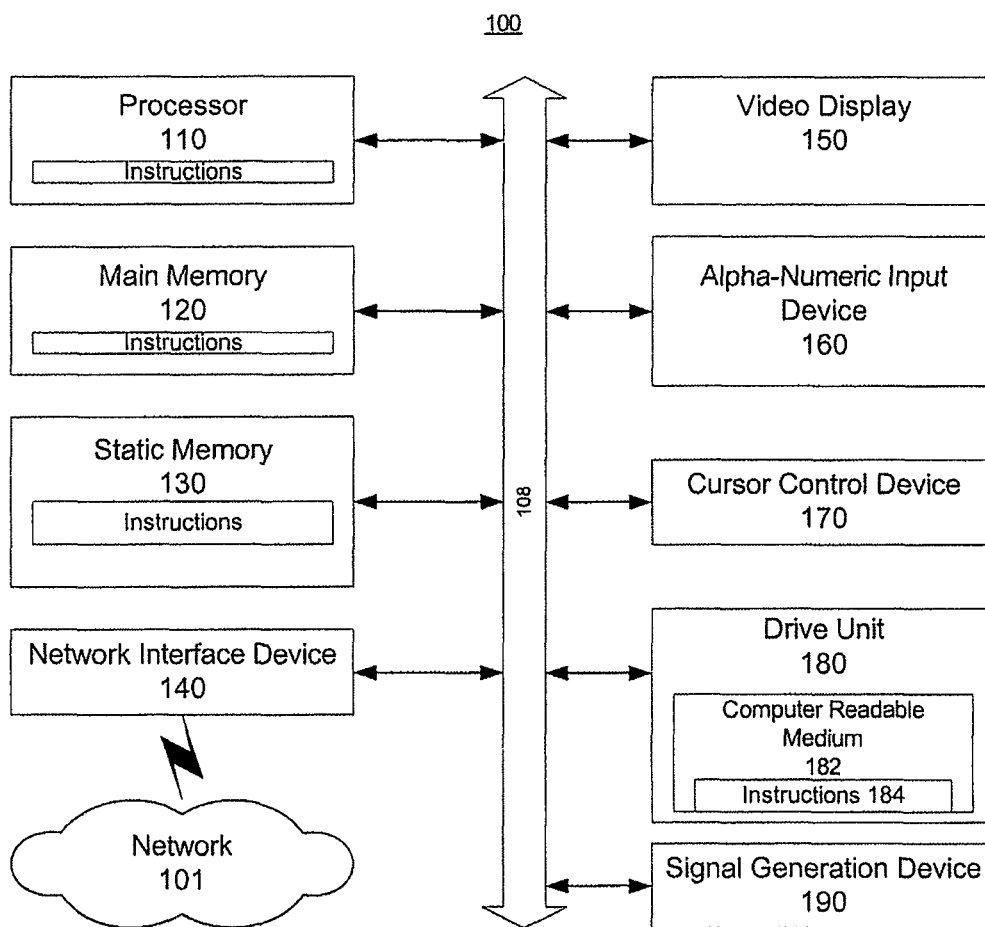
FIG. 1

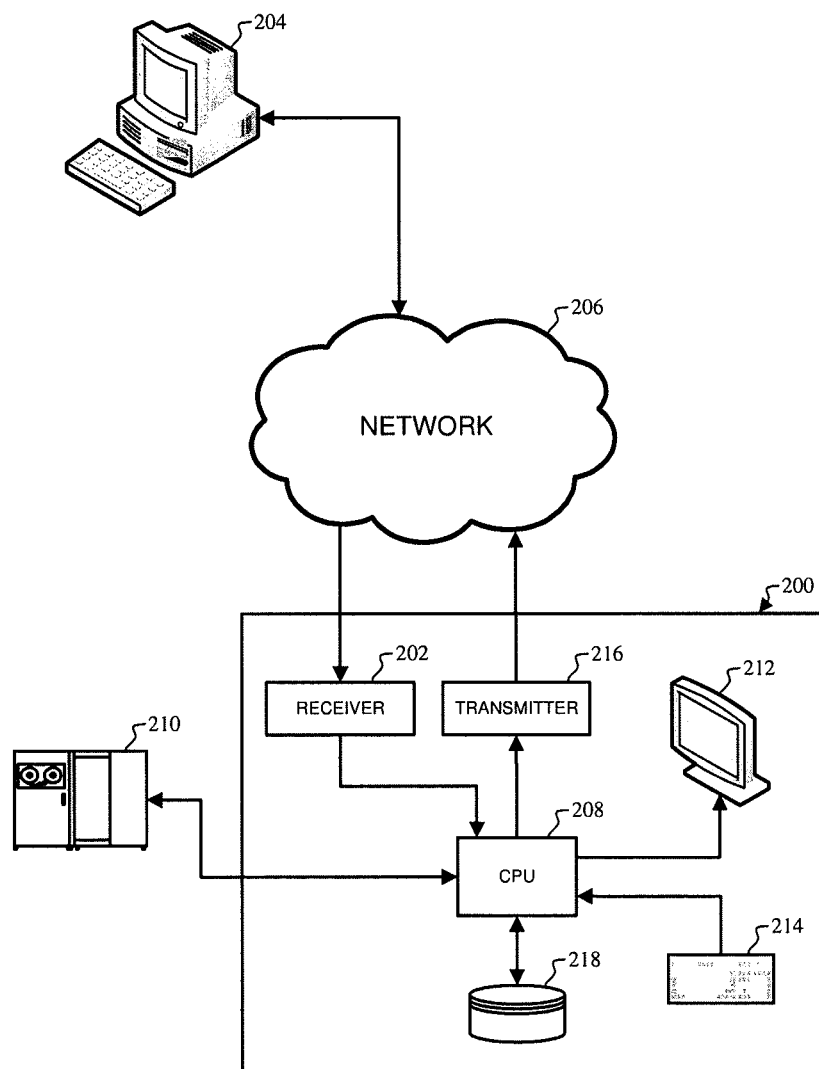
FIG. 2

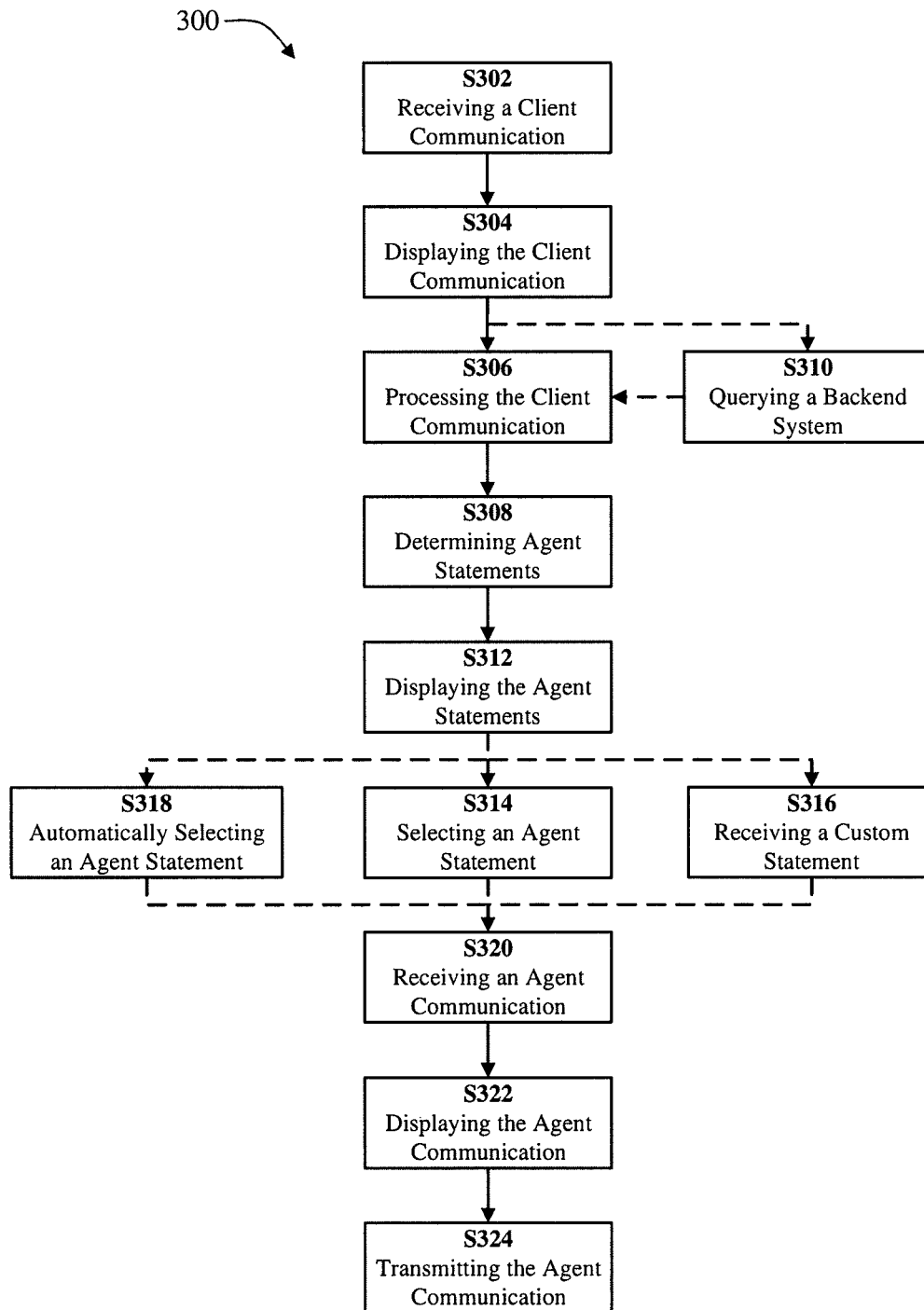
FIG. 3

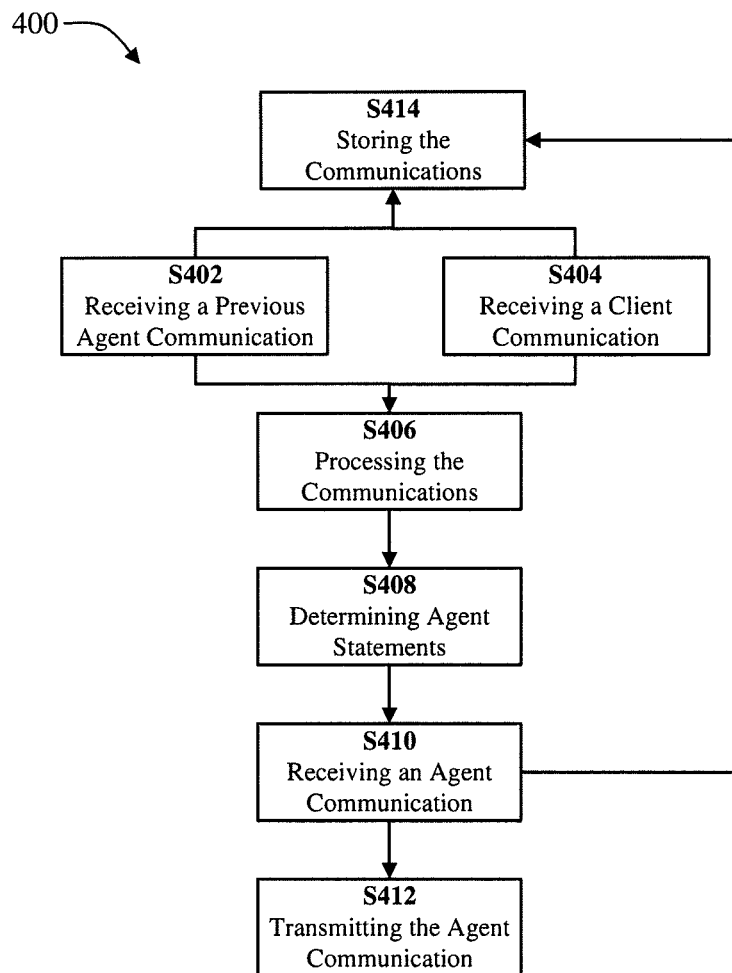
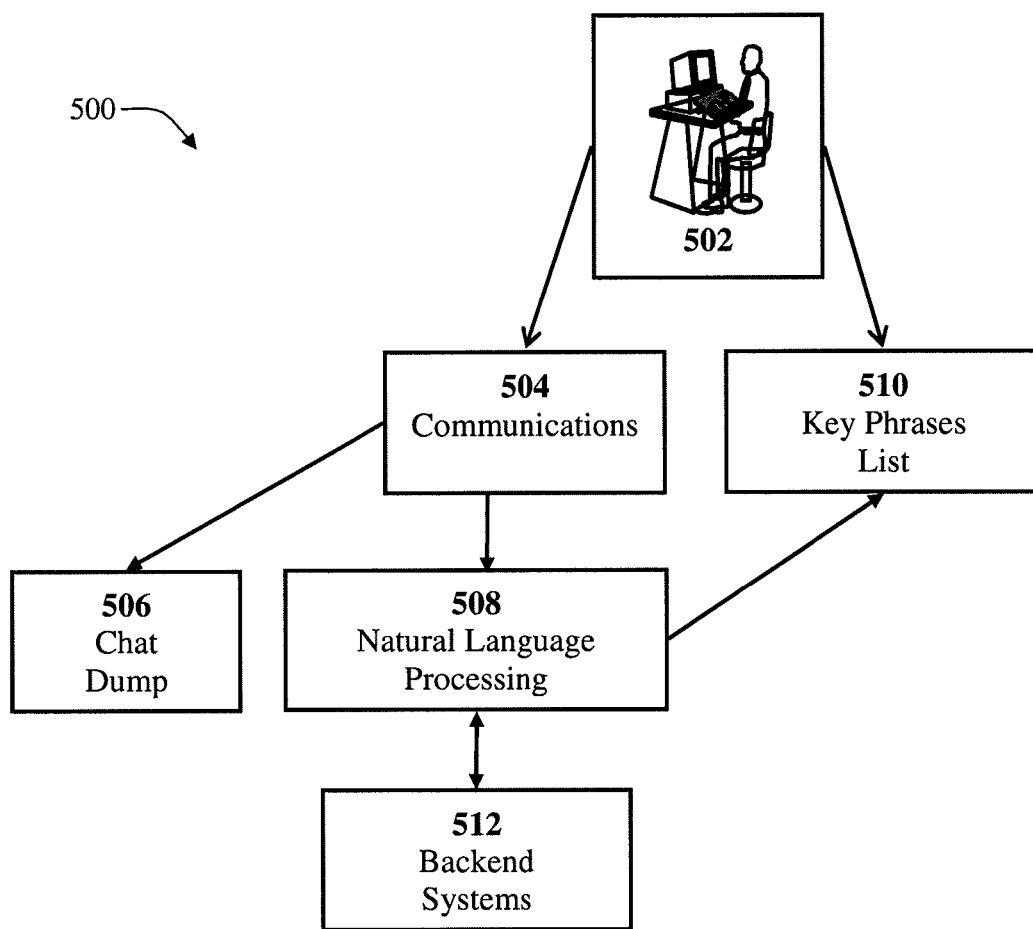
FIG. 4

FIG. 5

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AUTOMATED ASSISTANCE FOR CUSTOMER CARE CHATS

BACKGROUND

1. Field of the Disclosure

The present disclosure generally relates to providing automated assistance during a communication session. More particularly, the present disclosure relates to providing automated assistance to a customer care agent during an on-line communication session.

2. Background Information

On-line communication sessions have recently been incorporated into customer care processes as a supplement for, or alternative to, interactive voice response systems. Customer care satisfaction rates are generally higher with on-line communication sessions than with interactive voice response systems. Furthermore, customer care agents are typically able to engage in multiple communication sessions at one time.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 shows an exemplary general computer system that includes a set of instructions for providing automated assistance to an agent.

FIG. 2 shows an exemplary apparatus for providing automated assistance to an agent, according to an aspect of the present disclosure.

FIG. 3 shows an exemplary method for providing automated assistance to an agent, according to an aspect of the present disclosure.

FIG. 4 shows another exemplary method for providing automated assistance to an agent, according to an aspect of the present disclosure.

FIG. 5 shows an exemplary process for providing automated assistance to an agent, according to an aspect of the present disclosure.

DETAILED DESCRIPTION

In view of the foregoing, the present disclosure, through one or more of its various aspects, embodiments and/or specific features or sub-components, is thus intended to bring out one or more of the advantages as specifically noted below.

According to a non-limiting embodiment of the present disclosure, an apparatus provides automated assistance to an agent. The apparatus includes a receiver that receives a client communication from a client terminal via a network. A processor processes the received client communication and determines a plurality of agent statements based on the processed and received client communication. A display displays the plurality of agent statements. An input receives an agent communication from the agent. The agent communication is selected from a custom statement that is input by the agent and one of the plurality of agent statements that is selected by the agent. A transmitter transmits the agent communication to the client via the network.

According to one aspect of the present disclosure, the processor further processes a previous agent communication input by the agent and determines the plurality of agent statements based on the processed and received client communication and the processed previous agent communication.

According to another aspect of the present disclosure, the processor queries a backend system to determine the plurality of agent statements.

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According to yet another aspect of the present disclosure, the processor processes the received client communication based on natural language processing.

According to still another aspect of the present disclosure, the apparatus includes an automated agent that automatically selects one of the plurality of agent statements as the agent communication.

According to an additional aspect of the present disclosure, the apparatus includes a communication dump that stores an automated assistance session in association with the client terminal. The automated assistance session includes the client communication, the plurality of agent statements, and the agent communication. A restorer restores the automated assistance session in response to the client terminal disconnecting from the network and reconnecting with the network.

According to another aspect of the present disclosure, the agent communication comprises the custom statement that is input by the agent and the one of the plurality of agent statements that is selected by the agent.

According to another embodiment of the present disclosure, a method for providing automated assistance to an agent includes: receiving a client communication from a client terminal via a network; processing the received client communication; determining a plurality of agent statements based on the processed and received client communication; displaying the plurality of agent statements on a display; receiving an agent communication from the agent; and transmitting the agent communication to the client terminal via the network. The agent communication is selected from a custom statement that is input by the agent and one of the plurality of agent statements that is selected by the agent.

According to one aspect of the present disclosure, the method further includes processing a previous agent communication input by the agent. In this regard, the plurality of agent statements is based on the processed and received client communication and the processed previous agent communication.

According to another aspect of the present disclosure, the method further includes querying a backend system to determine the plurality of agent statements.

According to yet another aspect of the present disclosure, the received client communication is processed based on natural language processing.

According to still another aspect of the present disclosure, the method further includes automatically selecting one of the plurality of agent statements as the agent communication.

According to an additional aspect of the present disclosure, the method further includes storing an automated assistance session in association with the client terminal. The automated assistance session includes the client communication, the plurality of agent statements, and the agent communication. The automated assistance session is restored in response to the client terminal disconnecting from the network and reconnecting with the network.

According to another aspect of the present disclosure, the agent communication comprises the custom statement that is input by the agent and the one of the plurality of agent statements that is selected by the agent.

According to another embodiment of the present disclosure, a non-transitory computer-readable medium for providing automated assistance to an agent includes a client communication code segment that, when executed, receives a client communication from a client terminal via a network. A processing code segment, when executed, processes the received client communication. An agent statement code segment, when executed, determines a plurality of agent statements based on the processed and received client communication.

cation. A displaying code segment, when executed, displays the plurality of agent statements on a display. An agent communication code segment, when executed, receives an agent communication from the agent. The agent communication is selected from a custom statement that is input by the agent and one of the plurality of agent statements that is selected by the agent. A transmitting code segment, when executed, transmits the agent communication to the client terminal via the network.

According to one aspect of the present disclosure, the processing code segment further processes a previous agent communication input by the agent, and the agent statement code segment determines the plurality of agent statements based on the processed and received client communication and the processed previous agent communication.

According to another aspect of the present disclosure, the agent statement code segment queries a backend system to determine the plurality of agent statements.

According to yet another aspect of the present disclosure, the processing code segment processes the received client communication based on natural language processing.

According to still another aspect of the present disclosure, the medium includes an automated agent code segment that, when executed, automatically selects one of the plurality of agent statements as the agent communication.

According to an additional aspect of the present disclosure, the medium includes a storage code segment that, when executed, stores an automated assistance session in association with the client terminal. The automated assistance session comprises the client communication, the plurality of agent statements, and the agent communication. A restoration code segment restores the automated assistance session when the client terminal disconnects from the network and reconnects with the network.

FIG. 1 is an illustrative embodiment of a general computer system that includes a set of instructions for providing automated assistance as described herein. The general computer system is shown and is designated **100**. The computer system **100** can include a set of instructions that can be executed to cause the computer system **100** to perform any one or more of the methods or computer based functions disclosed herein. The computer system **100** may operate as a standalone device or may be connected, for example, using a network **101**, to other computer systems or peripheral devices. For example, the computer system **100** may include or be included within any one or more of the computers, servers, systems, or communication networks described herein.

In a networked deployment, the computer system may operate in the capacity of a server or as a client user computer in a server-client user network environment, or as a peer computer system in a peer-to-peer (or distributed) network environment. The computer system **100**, or portions thereof, can also be implemented as or incorporated into various devices, such as a personal computer (PC), a tablet PC, a set-top box (STB), a personal digital assistant (PDA), a mobile device, a palmtop computer, a laptop computer, a desktop computer, a communications device, a wireless telephone, a personal trusted device, a web appliance, or any other machine capable of executing a set of instructions (sequential or otherwise) that specify actions to be taken by that machine. In a particular embodiment, the computer system **100** can be implemented using electronic devices that provide voice, video or data communication. Further, while a single computer system **100** is illustrated, the term "system" shall also be taken to include any collection of systems or sub-

systems that individually or jointly execute a set, or multiple sets, of instructions to perform one or more computer functions.

As illustrated in FIG. 1, the computer system **100** may include a processor **110**, for example, a central processing unit (CPU), a graphics processing unit (GPU), or both. Moreover, the computer system **100** can include a main memory **120** and a static memory **130** that can communicate with each other via a bus **108**. As shown, the computer system **100** may further include a video display unit **150**, such as a liquid crystal display (LCD), an organic light emitting diode (OLED), a flat panel display, a solid state display, or a cathode ray tube (CRT). Additionally, the computer system **100** may include an alpha-numeric input device **160**, such as a keyboard, another input device (not shown), such as a remote control device having a wireless keypad, a keyboard, a microphone coupled to a speech recognition engine, a camera such as a video camera or still camera, and a cursor control device **170**, such as a mouse. The computer system **100** can also include a disk drive unit **180**, a signal generation device **190**, such as a speaker or remote control, and a network interface device **140**.

In a particular embodiment, as depicted in FIG. 1, the disk drive unit **180** may include a computer-readable medium **182** in which one or more sets of instructions **184**, e.g. software, can be embedded. A computer-readable medium **182** is a tangible article of manufacture, from which sets of instructions **184** can be read. Further, the instructions **184** may embody one or more of the methods or logic as described herein. In a particular embodiment, the instructions **184** may reside completely, or at least partially, within the main memory **120**, the static memory **130**, and/or within the processor **110** during execution by the computer system **100**. The main memory **120** and the processor **110** also may include computer-readable media.

In an alternative embodiment, dedicated hardware implementations, such as application specific integrated circuits, programmable logic arrays and other hardware devices, can be constructed to implement one or more of the methods described herein. Applications that may include the apparatus and systems of various embodiments can broadly include a variety of electronic and computer systems. One or more embodiments described herein may implement functions using two or more specific interconnected hardware modules or devices with related control and data signals that can be communicated between and through the modules, or as portions of an application-specific integrated circuit. Accordingly, the present system encompasses software, firmware, and hardware implementations, or combinations thereof.

In accordance with various embodiments of the present disclosure, the methods described herein may be implemented by software programs executable by a computer system. Further, in an exemplary, non-limited embodiment, implementations can include distributed processing, component/object distributed processing, and parallel processing. Alternatively, virtual computer system processing can be constructed to implement one or more of the methods or functionality as described herein.

The present disclosure contemplates a computer-readable medium **182** that includes instructions **184** or receives and executes instructions **184** responsive to a propagated signal, so that a device connected to a network **101** can communicate voice, video or data over the network **101**. Further, the instructions **184** may be transmitted or received over the network **101** via the network interface device **140**.

According to the present disclosure, during a communication session between an agent or representative and a client,

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automated assistance is provided to the agent or representative. The automated assistance may consist of automatically generated phrases, prompts, or statements that may be used to guide or assist the agent or representative during the communication session with the client. As such, the agent or representative is able to more efficiently and expeditiously communicate with the client during the communication session, thereby enhancing the appeal and effectiveness of the communication session to the client while enabling the agent or representative to engage in multiple communication sessions with multiple clients. Furthermore, the agent or representative may be guided or trained during the communication sessions via the automatically generated phrases, prompts, or statements.

FIG. 2 shows an exemplary apparatus 200 for providing automated assistance to an agent. The agent may be a customer service agent or a customer service representative. Of course, those skilled in the art appreciate that the agent is not limited to an agent per se. For example, the agent may be a person or thing acting on behalf of himself, herself or itself.

The apparatus 200 includes a receiver 202 that receives a client communication from a client terminal 204 via a network 206. The client communication may be a textual communication, audible communication, visual communication, or any other form of communication generally known or understood in the art. Of course, those skilled in the art appreciate that the client communication may further be a combination of known forms of communications. Moreover, the client communication is not limited to being from a client per se. For example, the client communication may be from a prospective client or any individual or thing, such as, but not limited to, an automated system.

The client terminal 204 is shown in FIG. 2 as a computer. However, in alternative embodiments, the client terminal 204 may be an IP telephone, smartphone, personal data assistant, cellular telephone, or any other device that is capable of transmitting and receiving communications. Moreover, as set forth above, the client terminal 204 is not limited to being a terminal of a client per se. That is, the client terminal 204 may be a terminal of a prospective client, individual, or thing.

The network 206 is shown in FIG. 2 as a wireless network. However, in alternative embodiments, the network 206 may be a wired network. The network 206 may be, but is not limited to, a local area network, a wide area network, the Internet, a telephony network, or any other network commonly known and understood in the art.

The apparatus 200 includes a processor 208 that processes the received client communication. The processor 208 further determines a plurality of agent statements based on the processed and received client communication. The agent statements may be, but are not limited to, textual communications, visual communications, and audible communications. For example, the agent statements may include phrases, single words, graphics, charts, or any other communications. As a whole, the agent statements may include different types of communications. Furthermore, each agent statement itself may be a combination of different types of communications. The agent statements may be broad, non-descript statements, such as, for example, "I am testing your line" and "please bear with me." Additionally, or alternatively, the agent statements may be tailored to the client communication, such as, for example, specific answers to the client communication and inquiries based on the client communication. Of course, those skilled in the art appreciate that the agent statements are not to be limited to the examples described above.

In an embodiment of the apparatus 200, the processor 208 may further process a previous agent communication that was

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input by the agent. The processor 208 may determine the plurality of agent statements based on the processed and received client communication and the processed previous agent communication. In this regard, the processor 208 may process a dialogue, or subset thereof, between the client and the agent. In such an embodiment, the processor 208 may determine the agent statements based on the context and scope of the dialogue, or subset thereof. The processor 208 may analyze the interaction between the client and the agent to determine appropriate responses for the agent and to predict future inquiries and replies of the agent.

In the embodiment described above, the previous agent communication is generally described as a previous communication between the agent and the client. However, in alternative embodiments, the previous agent communication may be between the agent and another client. Furthermore, in additional embodiments, the previous agent communication may be between a different agent and the client, or between a different agent and a different client. The processor 208 may query a database of stored communications to determine the previous agent communication. The processor 208 may query the database based on the client communication. In this regard, the processor 208 may query the database based on the client communication of a present communication session to determine past communication sessions having similar client communications in order to determine the scope and content of the present communication session.

In an embodiment of the present application, the processor 208 may query a backend system 210 to determine the plurality of agent statements. The backend system 210 may provide information related to the client for personalizing the agent statements to the client. In a non-limiting and exemplary embodiment of the present application in which a customer service representative is communicating with a client, the backend system 210 may provide personal information of the client, such as, but not limited to, the client's name, gender, address, or location. The backend system 210 may additionally, or alternatively, provide demographic information, billing information, an order history, past communications, or any other information related to the client. Furthermore, the backend system 210 may additionally, or alternatively, provide information unrelated to the client, such as, but not limited to, model answers, statistical information, product information, or customer service center information. The backend system 210 may provide any information which is required by the agent in order to eliminate the need for the agent to manually find the information. For example, the backend system 210 may eliminate the need for the agent to launch and submit queries through a graphical user interface or to physically search through a reference.

In an embodiment of the present application, the processor 208 may determine the agent statements using natural language processing. In this regard, the agent statements may be customized suggestions based on customer information and the dialogue between the client and the agent. The processor 208 may determine the agent statements according to any known and understood methods of natural language processing. Such natural language processing may include, but is not limited to, classification of statements into discourse and domain-semantic categories appropriate to the communication session. Further, category probabilities and precedence rules may be applied and presented, along with a plurality of possible agent statements specific to the classifier categories. Additionally, a taxonomy of domain-semantic categories can be implemented as part of such natural language processing, so that the agent is presented with a selection of statements that will further the communication session by asking for

specific information missing in an initial request where the information will allow more specific action. Of course, those skilled in the art appreciate that the processor **208** may also determine the agent statements by methods other than natural language processing.

The apparatus **200** includes a display **212** that displays the agent statements. The agent statements may be displayed on a list. In an embodiment of the present application, the agent statements are displayed on the list based upon priority or frequency of use. The list may be cleared each time the processor **208** determines new agent statements that are to be displayed on the list. Alternatively, the agent statements may be cumulatively added to an existing list. In this regard, the list may be structured as a queue. In embodiments of the present application, an agent statement may be deleted from a list manually by the agent, after a predetermined period of time, upon generation of new agent statements, when more than a predetermined number of agent statements exist, or when the agent selects the agent statement to be transmitted to the client.

The apparatus **200** includes an input **214** that receives an agent communication from the agent. The input **214** is shown in FIG. **2** as a keyboard. However, those skilled in the art appreciate that additional, or alternative, input devices may also be used, such as, but not limited to, a microphone, mouse, joystick, or controller. Furthermore, those skilled in the art appreciate that multiple inputs may also be used.

In an embodiment of the present application, the agent communication may be a custom statement that is input by the agent or one of the agent statements that is selected by the agent. In this regard, the agent may determine whether to input a custom statement or to select one of the agent statements as determined by the processor **208**. As such, the efficiency of the agent is increased by enabling the agent to select one of the automatically generated agent statements while the personality of the agent is maintained by enabling the agent to input a customized statement.

In another embodiment of the present application, the agent communication may further be a combination of a custom statement that is input by the agent and one of the agent statements that is selected by the agent. For example, the agent statements may be templates that the agent customizes via the input **214**. Additionally, or alternatively, the agent may be able to edit a selected agent statement via the input **214**. In this regard, the efficiency of the agent is again increased while maintaining the personality of the agent.

In an embodiment of the apparatus **200**, the apparatus **200** includes an automated agent that automatically selects one of the agent statements as the agent communication. In such an embodiment, the agent communication is not received via the input **214**. Rather, the automated agent interacts directly with the client terminal **204**. The automated agent may automatically select one of the agent statements based on a priority of the agent statements or based on a frequency of use of the agent statements. In alternative embodiments, the automated agent may automatically select one of the agent statements based upon other known methods, such as, but not limited to, a history of an agent's selection of one of the agent statements.

In an embodiment of the apparatus **200**, the agent may selectively engage and disengage the automated agent via the input **214**. Additionally, or alternatively, the automated agent may be automatically engaged or disengaged in response to a predetermined condition. For example, the automated agent may be engaged or disengaged based upon a content of a received client communication. Additionally, or alternatively, the automated agent may be engaged or disengaged based

upon the elapse of a predetermined period of time or based upon the activity or inactivity of the agent. Of course, those skilled in the art appreciate that the automated agent may be engaged and/or disengaged based upon additional, or alternative, conditions.

As shown in FIG. **2**, the apparatus **200** includes a transmitter **216** that transmits the agent communication to the client terminal **204** via the network **206**. The transmitter **216** may automatically transmit the agent communication to the client terminal **204** in response to the input **214** receiving the input of the custom statement from the agent, the input **214** receiving the selection of the one of the agent statements by the agent, and the automated agent automatically selecting one of the agent statements. Alternatively, the transmitter **216** may transmit the agent communication to the client terminal **204** in response to an input from the agent.

In the embodiment of the apparatus **200** as shown in FIG. **2**, the apparatus **200** further includes a communication dump **218**. The communication dump **218** stores an automated assistance session in association with the client terminal **204**. The automated assistance session may comprise any combination of the client communications, the agent statements, and the agent communications that are transmitted between the client terminal **204** and the apparatus **200** during a communication session. If the communication session is interrupted, such as when the client terminal **204** is unexpectedly disconnected from the network **206**, the communication session may be restored when the interruption ceases to exist, such as when the client terminal **204** reconnects with the network **206**.

FIG. **3** shows an overview of an exemplary method **300** for providing automated assistance to an agent. At **S302**, a client communication is received from a client terminal via a network. The client communication may be displayed on a display of the agent at **S304**. At **S306**, the received client communication is processed, and, at **S308**, a plurality of agent statements is determined based on the processed and received client communication. In an embodiment of the method **300**, the plurality of agent statements is determined based on natural language processing.

According to such an embodiment, when the communication session is a chat session, such natural language processing may include, but is not limited to, the classification of chat requests into discourse and domain-semantic categories appropriate to the chat domain. Further, category probabilities and precedence rules can be applied and presented, along with a plurality of possible agent chat responses specific to the classifier categories. Additionally, a taxonomy of domain-semantic categories can be implemented as part of such natural language processing, so that the chat agent is presented with a selection of chat responses that will further the dialog by asking for specific information missing in an initial chat request where said information will allow more specific action.

As shown in FIG. **3**, in an embodiment of the method **300**, a backend system may be queried at **S310** to determine the plurality of agent statements. The backend system may be queried based on the received client communication or based on information relating to a user of the client terminal. The backend system may include predetermined responses for the agent, personal information relating to the user of the client terminal, or a database of communication transcripts. Of course, those skilled in the art appreciate that the backend system may include any additional, or alternative, information for determining the plurality of agent statements.

At **S312**, the agent statements are displayed on the display of the agent. Thereafter, as shown in FIG. **3**, the agent may

select one of the agent statements at **S312**, the agent may input a custom statement at **S316**, or an automated agent may automatically select one of the agent statements at **S318**. The one of the agent statement selected by the agent, the custom statement, or the agent statement automatically selected by the automated agent is received as an agent communication at **S320**. In an alternative embodiment of the method **300**, the agent communication may be a combination of one of the agent statements and a custom statement. At **S322**, the agent communication may be displayed on the display of the agent. At **S322**, the agent statement is transmitted to the customer terminal.

FIG. 4 shows an overview of another exemplary method **400** for providing automated assistance to an agent. According to the method **400**, a previous agent communication is received at **S402** and a client communication is received at **S404**. In other words, a dialogue between the agent and a client is received at **S402** and **S404**. At **S406**, the previous agent communication and the client communication are processed. The communications may be processed using natural language processing. At **S408**, a plurality of agent statements is determined based on the processed previous agent communication and client communication. At **S410**, an agent communication is received. The agent communication may be a custom statement that is input by the agent or one of the agent statements that is selected by the agent. The agent communication is transmitted to the client at **S412**.

In the method **400** as shown in FIG. 4, the previous agent communication, the client communication, and the agent communication are stored in a communication dump at **S414**. In this regard, in the event that a communication session between the agent and the client is interrupted, the communication session may be restored when the interruption ceases to exist.

FIG. 5 shows an overview of an exemplary process **500** for providing automated assistance to an agent. According to the process **500**, an agent **502** interacts with a customer by transmitting and receiving communications **504** to and from the customer. The communications **504** are stored in a chat dump **506** so that a communication session between the agent **502** and the customer may be restarted in the event that the communication session is interrupted. A natural language processor **508** processes the communications **504** transmitted to and received from the client to determine a list of key phrases **510**. The list of key phrases **510** is provided to the agent **502** to assist the agent **502** in communicating with the customer. As shown in FIG. 5, the natural language processor **508** may query a backend system **512** to determine the key phrases list **510**.

As described herein, automated guidance may be provided to an agent or representative to assist in customer service. The automated guidance enables the agent or representative to efficiently and expeditiously interact with a client. However, since the automated guidance is only partially automated, the quality of the interaction between the agent or representative and a client is maintained. In other words, providing the agent or representative with the option of inputting a custom statement or selecting from automated statements improves the efficiency of the agent or representative while maintaining the personality of the agent or representative. As such, the appeal and effectiveness of the customer service is improved. Moreover, the agent or representative is able to competently engage in multiple communication sessions with multiple clients without sacrificing the quality of the customer service.

Although the invention has been described with reference to several exemplary embodiments, it is understood that the words that have been used are words of description and illus-

tration, rather than words of limitation. Changes may be made within the purview of the appended claims, as presently stated and as amended, without departing from the scope and spirit of the invention in its aspects. Although the invention has been described with reference to particular means, materials and embodiments, the invention is not intended to be limited to the particulars disclosed; rather the invention extends to all functionally equivalent structures, methods, and uses such as are within the scope of the appended claims.

For example, although the description herein references agents and clients, the apparatus, methods, and computer-readable medium described herein would be applicable to any individuals and/or things. Similarly, the descriptions herein would be applicable for uses other than providing customer service.

While a computer-readable medium herein may be shown to be a single medium, the term "computer-readable medium" includes a single medium or multiple media, such as a centralized or distributed database, and/or associated caches and servers that store one or more sets of instructions. The term "computer-readable medium" shall also include any medium that is capable of storing, encoding or carrying a set of instructions for execution by a processor or that cause a computer system to perform any one or more of the methods or operations disclosed herein.

In a particular non-limiting, exemplary embodiment, the computer-readable medium can include a solid-state memory such as a memory card or other package that houses one or more non-volatile read-only memories. Further, the computer-readable medium can be a random access memory or other volatile re-writable memory. Additionally, the computer-readable medium can include a magneto-optical or optical medium, such as a disk or tapes or other storage device to capture carrier wave signals such as a signal communicated over a transmission medium. Accordingly, the disclosure is considered to include any computer-readable medium or other equivalents and successor media, in which data or instructions may be stored.

Although the present specification describes components and functions that may be implemented in particular embodiments with reference to particular standards and protocols, the disclosure is not limited to such standards and protocols. For example, standards for power over ethernet represent an example of the state of the art. Such standards are periodically superseded by faster or more efficient equivalents having essentially the same functions. Accordingly, replacement standards and protocols having the same or similar functions are considered equivalents thereof.

The illustrations of the embodiments described herein are intended to provide a general understanding of the structure of the various embodiments. The illustrations are not intended to serve as a complete description of all of the elements and features of apparatus and systems that utilize the structures or methods described herein. Many other embodiments may be apparent to those of skill in the art upon reviewing the disclosure. Other embodiments may be utilized and derived from the disclosure, such that structural and logical substitutions and changes may be made without departing from the scope of the disclosure. Additionally, the illustrations are merely representational and may not be drawn to scale. Certain proportions within the illustrations may be exaggerated, while other proportions may be minimized. Accordingly, the disclosure and the figures are to be regarded as illustrative rather than restrictive.

One or more embodiments of the disclosure may be referred to herein, individually and/or collectively, by the term "invention" merely for convenience and without intend-

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ing to voluntarily limit the scope of this application to any particular invention or inventive concept. Moreover, although specific embodiments have been illustrated and described herein, it should be appreciated that any subsequent arrangement designed to achieve the same or similar purpose may be substituted for the specific embodiments shown. This disclosure is intended to cover any and all subsequent adaptations or variations of various embodiments. Combinations of the above embodiments, and other embodiments not specifically described herein, will be apparent to those of skill in the art upon reviewing the description.

The Abstract of the Disclosure is provided to comply with 37 C.F.R. §1.72(b) and is submitted with the understanding that it will not be used to interpret or limit the scope or meaning of the claims. In addition, in the foregoing Detailed Description, various features may be grouped together or described in a single embodiment for the purpose of streamlining the disclosure. This disclosure is not to be interpreted as reflecting an intention that the claimed embodiments require more features than are expressly recited in each claim. Rather, as the following claims reflect, inventive subject matter may be directed to less than all of the features of any of the disclosed embodiments. Thus, the following claims are incorporated into the Detailed Description, with each claim standing on its own as defining separately claimed subject matter.

The above disclosed subject matter is to be considered illustrative, and not restrictive, and the appended claims are intended to cover all such modifications, enhancements, and other embodiments which fall within the true spirit and scope of the present disclosure. Thus, to the maximum extent allowed by law, the scope of the present disclosure is to be determined by the broadest permissible interpretation of the following claims and their equivalents, and shall not be restricted or limited by the foregoing detailed description.

What is claimed is:

1. An apparatus for providing automated assistance to an agent, the apparatus comprising:

- a display;
- a processor;
- a database storing previous agent communications, the previous agent communications being between the agent and at least one client in past communication sessions; and
- a memory storing instructions that, when executed by the processor, cause the processor to perform operations including:
 - receiving a client communication from a client terminal via a network;
 - processing the client communication and determining a plurality of agent statements based on the client communication and the previous agent communications stored in the database, the plurality of agent statements being determined as predicted inquiries and replies to the client communication;
 - displaying the plurality of agent statements on the display, each of the plurality of agent statements configured to be manually selected and customized by the agent, each of the plurality of agent statements further configured to be automatically selected by an automated agent;
 - receiving a selection of one of the plurality of agent statements that is manually selected by the agent or automatically selected by the automated agent; and
 - transmitting the one of the plurality of agent statements to the client terminal via the network,

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wherein the processor is configured to engage the automated agent for automatically selecting the one of the plurality of agent statements in response to an activity of the agent, and

the automated agent is configured to automatically select the one of the plurality of agent statements based on a frequency of use of the one of the plurality of agent statements.

2. The apparatus as set forth in claim 1, wherein the operations further include processing a previous agent communication that is previously received from the agent, and the plurality of agent statements is determined based on the client communication and the previous agent communication.

3. The apparatus as set forth in claim 1, wherein the processor queries a backend system to determine the plurality of agent statements.

4. The apparatus as set forth in claim 1, wherein the processor processes the client communication based on natural language processing.

5. The apparatus as set forth in claim 1, further comprising: the automated agent that automatically selects the one of the plurality of agent statements.

6. The apparatus as set forth in claim 1, further comprising: a communication dump that stores an automated assistance session in association with the client terminal, the automated assistance session comprising the client communication and the plurality of agent statements; and a restorer that restores the automated assistance session in response to the client terminal disconnecting from the network and reconnecting with the network.

7. The apparatus as set forth in claim 1, wherein the plurality of agent statements includes a custom statement that is manually input by the agent.

8. A method for providing automated assistance to an agent, the method comprising:

- receiving a client communication from a client terminal via a network;
- processing the client communication;
- determining, by a processor and from a database that stores previous agent communications, a plurality of agent statements based on the client communication and the previous agent communications stored in the database, the plurality of agent statements being determined as predicted inquiries and replies to the client communication, the previous agent communications being between the agent and at least one client in past communication sessions;
- displaying the plurality of agent statements on a display, each of the plurality of agent statements configured to be manually selected and customized by the agent, each of the plurality of agent statements further configured to be automatically selected by an automated agent;
- receiving a selection of one of the plurality of agent statements that is manually selected by the agent or automatically selected by the automated agent; and
- transmitting, by the processor, the one of the plurality of agent statements to the client terminal via the network, wherein the processor is configured to engage the automated agent for automatically selecting the one of the plurality of agent statements in response to an activity of the agent, and
- the automated agent is configured to automatically select the one of the plurality of agent statements based on a frequency of use of the one of the plurality of agent statements.

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9. The method as set forth in claim 8, further comprising: processing a previous agent communication that is previously received from the agent; and wherein the plurality of agent statements is determined based on the client communication and the previous agent communication. 5
10. The method as set forth in claim 8, further comprising: querying a backend system to determine the plurality of agent statements.
11. The method as set forth in claim 8, wherein the client communication is processed based on natural language processing. 10
12. The method as set forth in claim 8, further comprising: storing an automated assistance session in association with the client terminal, the automated assistance session comprising the client communication and the plurality of agent statements; and 15 restoring the automated assistance session in response to the client terminal disconnecting from the network and reconnecting with the network.
13. The method as set forth in claim 8, wherein the plurality of agent statements includes a custom statement that is manually input by the agent.
14. A non-transitory computer-readable medium having an executable computer program for providing automated assistance to an agent that, when executed by a processor, causes the processor to perform operations comprising: 25 receiving a client communication from a client terminal via a network; processing the client communication; determining, from a database that stores previous agent communications, a plurality of agent statements based on the client communication and the previous agent communications stored in the database, the plurality of agent statements being determined as predicted inquiries and replies to the client communication, the previous agent communications being between the agent and at least one client in past communication sessions; 35 displaying the plurality of agent statements on a display, each of the plurality of agent statements configured to be

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- manually selected and customized by the agent each of the plurality of agent statements further configured to be automatically selected by an automated agent; receiving a selection of one of the plurality of agent statements that is manually selected by the agent or automatically selected by the automated agent; and transmitting the one of the plurality of agent statements to the client terminal via the network, wherein the processor is configured to engage the automated agent for automatically selecting the one of the plurality of agent statements in response to an activity of the agent, and the automated agent is configured to automatically select the one of the plurality of agent statements based on a frequency of use of the one of the plurality of agent statements.
15. The non-transitory computer-readable medium as set forth in claim 14, wherein the operations further include processing a previous agent communication that is previously received from the agent, and the plurality of agent statements is determined based on the client communication and the previous agent communication.
16. The non-transitory computer-readable medium as set forth in claim 14, wherein the processor queries a backend system to determine the plurality of agent statements.
17. The non-transitory computer-readable medium as set forth in claim 14, wherein the processor processes the client communication based on natural language processing.
18. The non-transitory computer-readable medium as set forth in claim 14, wherein the operations further comprise: storing an automated assistance session in association with the client terminal, the automated assistance session comprising the client communication and the plurality of agent statements; and restoring the automated assistance session when the client terminal disconnects from the network and reconnects with the network.

* * * * *

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 9,083,561 B2
APPLICATION NO. : 12/899042
DATED : July 14, 2015
INVENTOR(S) : S. Griesmer et al.

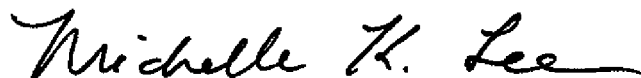
Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the claims

Column 14, line 1 (claim 14) please change “agent each” to --agent, each--

Signed and Sealed this
Fifteenth Day of December, 2015

A handwritten signature in black ink, reading "Michelle K. Lee". The signature is written in a cursive, flowing style.

Michelle K. Lee
Director of the United States Patent and Trademark Office